



SUBJECT: LOST AND FOUND POLICIES AND PROCEDURES FOR MOUNTAIN METRO TRANSIT AND MOUNTAIN METRO RIDES

The following rules and guidelines provide a supplementary procedure for the administration and disposition of all unclaimed property which is in the possession of the City Administration or City Transit, which are governed under City Code:

- 5.701 Purpose and Application
- 1.702 Definitions
- 1.5.703 Procedure for Disposition of Property

The above codes can be viewed at: <http://www.sterlingcodifiers.com/CO/Colorado%20Springs/> . Click Chapter1, Article 5, Part 7.

All prior and past practice procedures in affect regarding all unclaimed property not under the rules and guidelines as set forth by the City Code will no longer be allowed.

City Transit is not responsible for item(s) lost on a bus, but does make every effort to locate the owner of missing item.

All lost items are turned into our Lost and Found Department located at the City of Colorado Springs Transit Administration Building at 1015 Transit Drive, Colorado Springs, Colorado.

A. Handling Found Items

1. All Contract and City employees are required to turn in lost, misplaced, or abandoned items to the City of Colorado Springs Transit Administration Building unless the item(s) are disposed of as set forth in this policy.
2. Under no circumstances may any Contractor or City employee claim item(s) found on City property.
3. Any item(s) not claimed or returned to the owner does become the property of the City of Colorado Springs.
4. Any violation of this policy may result in disciplinary action up to and including possible termination of employment.
2. All items will be placed in a bag(s) or box (es) and transported to the City of Colorado Springs Transit Administration Building by an assigned employee within twenty-four (24) hours. Items lost on Friday, Saturday or Sunday shall arrive at the City of Colorado Springs Transit Administration Building on Monday.
3. All deliveries by the Contractor shall be made by 12:00 PM daily, Monday through Friday.
4. Items being turned in at the City of Colorado Springs Transit Administration Building will be turned over to the receptionist at the front desk. The receptionist and the assigned Contractor employee will verify all items being turned in with a log sheet. Once all items have been accounted for, the receptionist will sign off on the log sheet and a copy of the log sheet will be given to the Contractor employee. (See attached Lost and Found Items log sheet.)



5. All item(s) not properly Tagged or logged, will be turned back to the Contractor to correct and turned back in the same day.
6. All items will be placed and secured in the Lost and Found room by the receptionist.
7. At no time will the Contractor or their employees attempt to contact customers unless directed by City Transit. City Transit Administration staff will attempt to make every effort possible to contact the customer if a telephone number, address, or any other contact information is provided.
8. Any items found to contain cash or checks are to remain in the item in which it was found; example: wallet, an envelope, etc. There should always be a second person, preferably a supervisor, to attest to any count and the storage of the item. Both parties must initial the tag.
9. All tags and log sheets along with any other information will be turned over to the City Transit Customer Service employee who will enter all information into Trapeze.
10. All items will be held for thirty (30) days.

C. Items being Claimed

1. If an item has been claimed by a customer, they will be instructed to pick up the item(s) at the City of Colorado Springs Transit Administration Building at the front desk. The Receptionist will have them sign for the lost item(s) and then retrieve the item(s) for them.
2. When claiming an item(s) proper identification will be required of the customer such as:
 - Driver license
 - Picture ID card
 - Be able to identify or describe the item(s)
3. All item(s) claimed and picked up will be signed for by the customer on the original Lost Article tag and the Trapeze tag.
4. At no time will any item(s) be mailed to a customer except under very special circumstances such as living out of state or out of our service district.
5. If an item is sent through the mail, the customer must be made aware that the City is not responsible for the item once it goes into the mail. The item must be sent by certified mail and the receipt must be retained for six (6) months. If a customer wants to have an item sent to them by Federal Express or any other delivery company, the customer must contact that company to make arrangements for payment, pick-up and delivery arrangements.
6. When a customer calls or comes in to report an item left on a bus they just departed, ask the customer the description of the item(s) or what they left and try to determine the importance and value of the item such as wallet, purse, cash, jewelry, prescription drugs, or any other items of extreme value. Also, ask the customer if possible to provide the bus route, time/place.
7. The customer should be asked if they want to try to meet the bus or if they want to have the driver turn the item into Lost and Found. Contact Dispatch and give them the information so they can radio the driver to secure the item if it is still on the bus. If the customer is going to meet the bus, give him/her the bus number, location, and time the bus will arrive. Also inform the driver that the customer will be meeting him/her out in the field at the location to retrieve the item(s). Once the item(s) has been turned back over to the customer, the driver/operator will call City Dispatch to notify them that the item has been given back to the customer.
8. All tags and log sheets along with any other information will be turned over to the City Transit Customer Service employee who will enter all information into Trapeze as being claimed and picked up.

D. Disposal of Items

1. All items including cash or checks not claimed after (30) days will be turned over to City Disposal at 404 West Fontanero Street, Building #407.



2. Any personal information found with an item(s), such as driver's licenses, checks, or anything with names or addresses will remain with the item(s).
3. Items turned over to City Disposal will be verified and accounted for using the City disposal form and the City Transit Lost and Found log sheet (see attached forms). Once all items have been accounted for, the City Disposal employee and a City Transit employee will sign off on both forms and a copy of both forms will be provided to City Transit.
4. Filing, tracking, and accounting of all item(s) that were disposed of will be the sole responsibility of City Disposal.

E. Hazardous Items

1. Any hazardous, dangerous, or suspicious items left on a bus should be reported immediately to City Dispatch who in turn will notify the proper authorities and the Contractor field supervisor.
2. At **"NO"** time is an item(s) to be handled, moved, or removed from the bus until the proper authorities arrive on scene and they have taken control of these item(s).

Examples:

- Syringes
 - Drugs or drug paraphernalia
 - Chemicals, paint, etc.
 - Guns, knives or any type of weapon
 - Boxes, luggage, bags, Etc.
3. The driver is to evacuate the bus of all passengers until the proper authorities have arrived on scene. Also, the driver will notify City Dispatch of the evacuation and their location.

F. Items That May Be Disposed of Immediately

When handling and disposing of any liquid or unclean items, make sure you are wearing a protective barrier between you and the item(s), such as gloves.

Food and related items:

- Any food item carried in plastic bags
- Travel cups – can be thrown away. However, if they are sent to Lost and Found, be sure they are empty before placing them in a bag.

Clothes:

- Undergarments
- Soiled work clothes, uniforms, etc.
- Dirty baseball caps
- Filthy clothing
- Single gloves in poor condition (torn, dirty, ragged)
- Dirty towels or washcloths

Toiletries:

- Brushes or combs
- Toothbrushes
- Shaving cream or razors
- Lipstick or makeup
- Any other loose items
- Makeup bags and travel bags should be sent to Lost and Found

Electronics:



- Single cassette tapes
- Loose film
- Headphones with no stereo

Glasses/cases

- Non-prescription glasses and sunglasses
- Empty eyeglass cases

Miscellaneous:

- Small plastic toys
- Single baby bottles
- Pipes and tobacco items such as cigarettes or rolling papers
- Loose papers, envelopes, unidentifiable papers, etc.
- Loose change is to be put in fare box if under \$5.00
- Backpacks or sports bags that are torn or in poor condition and empty

G. Bus Pass and Tickets

All bus passes/tickets that are either left on the bus or taken out of a fare box will be turned into Transit Administration with other lost and found items on a daily basis. If a passenger leaves their name and address with an operator to have their damaged ticket mailed to them, the ticket, name and address need to come to Transit Administration to be input into COM and mailed to the customer. All necessary paperwork needs to be filled out for any lost or damaged tickets and they need to be treated as any other lost and found item.